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**SESSION 2022**

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| **BACCALAURÉAT PROFESSIONNEL**  **ÉPREUVE ORALE SPÉCIFIQUE « SECTION EUROPÉENNE »**  **SPÉCIALITÉ CONDUCTEUR TRANSPORT ROUTIER MARCHANDISE**  **CTRM**  **LANGUE : ANGLAIS** |

**SUJET N°1**

**Durée de l’épreuve : 40 minutes**

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| * Préparation | * 20 minutes |
| * Présentation de la situation | * 10 minutes |
| * Entretien sur les activités et travaux effectués dans la discipline non linguistique | * 10 minutes |

**SITUATION :**

A businessman, Frank Robinson, is visiting the transport company in which you are employed, Transalliance UK, in Burton-on-Trent, to see the fleet of vehicles, before deciding to do business with your company or with another one.

The operations manager asks you to be in charge of the visit.

Use the clients’ testimonies and reactions to convince him to work with Transalliance UK.

**DOCUMENTS :**

* **N° 1 : Information about your company**
* **N°2 : The fleet**
* **N°3 : Clients’ testimonies and reactions**

**DOCUMENT 1 : INFORMATION ABOUT YOUR COMPANY**



Name : Transalliance UK

Location : Burton-on-Trent, UK

Type of transport : road and multimodal transport (train, boat, plane)

Type of goods : bulk, general goods, fresh and frozen food, liquids

Turnover (Transalliance Group) : 505 M€

Turnover (Transalliance Burton-on-Trent) : 15 M€

Client : 14 800 (UK, Europe, International)

Employees (Transalliance Group) : 2 750

Employees (Transalliance Burton-on-Trent) : 30

Number of companies in the corporate family : 132

Sustainable company : environmentally friendly waste management at the logistics sites + 3 year action plan to cut CO2 emissions.

Une image contenant carte

Description générée automatiquement

***Source****:*[*https://www.transalliance.eu/en/transport*](https://www.transalliance.eu/en/transport)

**DOCUMENT 2 : THE FLEET**

Une image contenant clipart

Description générée automatiquementUne image contenant texte, clipart

Description générée automatiquement













***Source****: Google Images*

**DOCUMENT 3 : CLIENTS’ TESTIMONIES AND REACTIONS**

**Professionalism, efficiency and high spirits**

A dynamic and smiling team. Always prompt to listen, provide advice and do everything possible to accompany and satisfy customer demand.

Une image contenant texte

Description générée automatiquement

**Expertise and responsiveness**

It is always a pleasure to deal with teams that are very responsive. The expert advice of the team has helped us to develop our company in an optimal way.

Une image contenant texte

Description générée automatiquement

**Solutions, rather than problems**

We have chosen Transalliance as our preferred agent in the UK, and all the problems we have encountered in the past have disappeared. The team is super proactive : it presents us with logistical solutions, not problems. We are completely satisfied.

Une image contenant texte

Description générée automatiquement

**Very professional**

I have known and worked with Transalliance for the last 10 years and I appreciate their professionalism. During the years I had the opportunity to test their ability to listen to their partners, solve problems, deal with international cultures and different mentalities.

Une image contenant texte

Description générée automatiquement

***Source****:* [*https://www.mathezfreight.com/en/about/testimonials/*](https://www.mathezfreight.com/en/about/testimonials/)